



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): R Knitl et al.
Appl. No.: 09/254,101
Conf. No.: 6476
Filed: March 1, 1999
Title: METHOD FOR INCORPORATING FUNCTIONS FOR AN
AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN
INTERACTIVE VOICE ANSWERING SYSTEM

Art Unit: 2645
Examiner: Hoosain
Docket No.: 112740-072

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Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT - REQUEST FOR RECONSIDERATION

Sir:

In response to the Office Action dated April 5, 2004, Applicants herein amend the above-identified application as follows and respectfully request reconsideration of the allowability of the presently-pending claims:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 21 of this paper.

Remarks begin on page 28 of this paper.

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Knitt et al.

Docket No.

112780-072

Serial No.

09/254,101

Filing Date

March 1, 1999

Examiner

Allan Hoosain

Group Art Unit

2645

Invention: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC CALL DISTRIBUTION

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TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.


The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	27 -	20 =	7 x	\$18.00	\$126.00
INDEP. CLAIMS	11 -	3 =	8 x	\$84.00	\$672.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$798.00

- ☐ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. _____ in the amount of _____
A duplicate copy of this sheet is enclosed.
- ☒ A check in the amount of \$798.00 to cover the filing fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 02-1818
A duplicate copy of this sheet is enclosed.
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☒ Any patent application processing fees under 37 CFR 1.17.

Dated: June 4, 2003


Signature
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I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Signature of Person Mailing Correspondence

Typed or Printed Name of Person Mailing Correspondence

CC: